

TENNESSEE REGULATORY AUTHORITY

Melvin Malone, Chairman
Lynn Greer, Director
Sara Kyle, Director



REC'D TN
REGULATORY AUTH.

26 PM 2 36

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

May 26, 1999

OFFICE OF THE
EXECUTIVE SECRETARY

Mr. Lynn M. Soreide
President, Accutel Communications, Inc.
1100 South Federal Highway, Suite 200
Deerfield, Florida 33441

Dear Mr. Soreide:

99-00332

On May 4, 1999, the Tennessee Regulatory Authority ("TRA") opened a docket that authorized the Staff to conduct an investigation of your company for the purpose of determining if a show cause order is warranted. The specific areas of investigation are allegations from Tennessee consumers that Accutel has changed their long distance service without their permission (slamming) and placed unauthorized charges (cramming) on their telephone bills.

In order to determine the validity of the allegations, please provide responses to the following questions.

1. Provide a current organizational chart of Accutel.
2. List the names and titles of all employees of Accutel.
3. List the names and addresses of Accutel's parent(s) and any affiliate(s).
4. List the names of all shareholders owning or controlling greater than 10 percent of the stock of Accutel, its parent, and each affiliate(s).
5. Provide a monthly summary of the number of Accutel customers in Tennessee since January 1998.
6. Provide a list of services Accutel offers in Tennessee. Provide with this list of services the description of the service that will appear on a Tennessee customer's telephone bill.
7. Provide a list of Accutel customers in Tennessee for the most current month available. This list should include the customer name, telephone number, the date service was initiated and whether Accutel is providing long distance service or billing them for a particular service.
8. Provide a summary of charges Accutel charges for intrastate long distance calls.
9. Provide a monthly summary of revenues since January 1998 from your Tennessee customers.
10. Identify the date Accutel commence providing service in Tennessee?

Mr. Lynn M. Soreide
May 26, 1999
Page 2

11. List the following information for all Tennesseans that have filed a complaint(s) against Accutel directly through the company, its billing agent or a local exchange carrier since January 1998. Please list the complaints in chronological order.

Customer name	Address	Telephone #	Date of complaint	Type of complaint	Resolution

12. Provide a list of states Accutel is authorized to do business in.
13. Provide a copy of any order with respect of Accutel pertaining to actions taken by other states or federal agencies including, but not limited to, decertifications, fines, and settlements with such agencies.
14. Identify the methodology used by Accutel to verify the accuracy of switching a customer's long distance service (i.e., LOA, independent 3rd party verifier, etc.)
15. If applicable, list the names and address of any telemarketing company Accutel has utilized to market its services in Tennessee from January 1998 to present.
16. Identify the facility-based provider Accutel currently uses.
17. Explain whether a facility-based provider ever terminated its services to Accutel? If yes, provide the reason why service was terminated.
18. Provide a summary of the problems your company experienced with TSC of Tampa, Florida. Include in this discussion when your company was made aware of the problem and what corrective steps that were taken to resolve the problem.
19. Provide a copy of all your company's correspondence with TSC and any return communications from TSC concerning the problem identified above.
20. Provide necessary evidence, such as a copy of a cancelled check, that Accutel has paid all required regulatory fees for 1997 and 1998 to the Tennessee Regulatory Authority.
21. Explain any current problems Accutel is having regarding its operations in Tennessee and what corrective steps are being taken. Problems are defined as operational processes of Accutel or its agents that are resulting in Tennessee consumers being improperly billed for services or having their long distance service switched without proper authorization.
22. Explain the steps Accutel takes when a customer claims they were slammed.
23. Provide the name and address of Accutel's Tennessee counsel.

Please provide the information above by June 18, 1999. In addition to this data request, the Staff of the TRA would like to meet with officials of Accutel at the earliest possible time to further discuss some concerns we have regarding complaints against your company. Please call Mr. Ed Mimms at 615-741-3939, ext. 162 to schedule a time to meet.

Mr. Lynn M. Soreide
May 26, 1999
Page 3

Failure to respond to this data request may result in the Staff recommending that a show cause order be entered against your company which would require your company to appear before the TRA and show cause why the TRA should not issue a fine against your company and/or revoke your company's authority to do business in Tennessee.

Your company's speedy reply to this request is appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Eddie Roberson", with a long horizontal flourish extending to the right.

Eddie Roberson
Chief, Consumer Services Division

C: Docket 99-00332